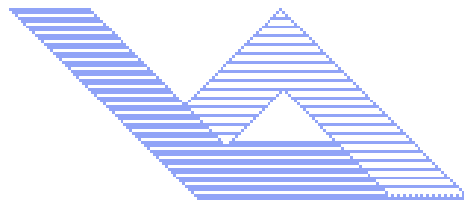


**Kentucky  
Department for  
Libraries and Archives**



# **Annual Report Fiscal Year 2006-2007**



Steven L. Beshear  
Governor

Helen W. Mountjoy, Secretary  
Kentucky Education Cabinet

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State Librarian & Commissioner

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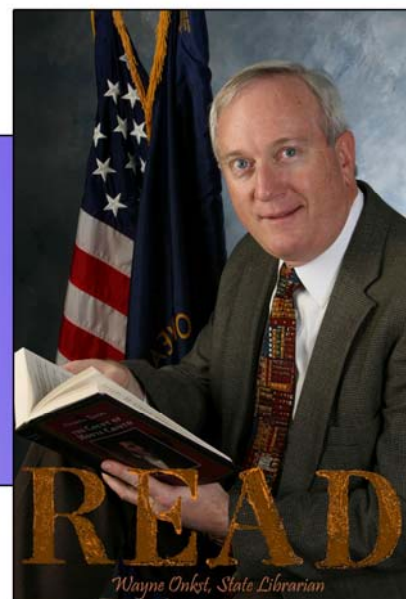
The State Library is a congressionally designated depository for  
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## A Message from the Commissioner



It is a most exciting time for the Kentucky Department for Libraries and Archives. As library usage across Kentucky has increased dramatically and the need for managing government information in an electronic environment has become even more important, demands for the agency's services have never been greater.

In this report you will see how KDLA's staff traveled throughout the Commonwealth in 2006-2007 delivering services in every county. These services varied from providing information resources that enabled state employees to do their jobs to assisting public library staff in planning construction projects; from offering homework help for Kentucky's students to digitizing the state's motor vehicle records for easy access.

In his inaugural address, Governor Beshear challenged us to make Kentucky America's Next Frontier. Providing consultation and support that enable state government employees to effectively serve Kentuckians, helping to build a strong public library system that offers quality library services to every citizen of the Commonwealth, and assisting all government agencies in effectively managing and preserving public information will be essential for achieving the Governor's bold agenda.

The staff of the Kentucky Department for Libraries and Archives looks forward in the coming year to working on each of these initiatives as we help create a Kentucky that is "better and more prosperous than the one we live in today."

Wayne Onkst  
State Librarian and Commissioner

## Literacy and Lifelong Learning



Reading is critical to academic and economic success, and is a foundation for lifelong learning. KDLA supports literacy and learning opportunities for Kentuckians of all ages, from infants through senior citizens.

### **Get a Clue @ Your Library – Summer Reading Program**

Kentucky is a member of the Collaborative Summer Library Program (CSLP), a national summer reading program with members in 43 states. For summer 2007, Kentucky used the CSLP children's theme – *Get a Clue @ your library*, and the teen theme – *YNK @ your library* (a computer acronym for "you never know").

Programs utilizing a wide variety of high-interest topics – "who-dunnits," history mysteries, magic tricks, forensics, puzzles, detectives, optical illusions, mythology, science phenomena and curiosities in local communities - engaged the 149,131 youth who participated statewide. This literacy program attracted more students and families to their public library than any other program in 2007.

*KDLA Support:* The agency trained 223 public library staff over three days in preparation for the 2007 Summer Reading Program. Each of the 196 participating libraries were provided a librarian's programming manual, eight children's posters, eight teen posters, two Spanish language posters and one banner. KDLA also distributed approximately 325,000 bookmarks, three for each program participant.

### **Mystery Kits**

KDLA extended its support of literacy, service to public librarians and the Summer Reading Program through the purchase of 20 multi-format mystery kits. These interactive kits are designed to promote a love of reading in children and young adults; they include everything needed to plan and produce a mystery program for children in grades 3-5 or 6-9. Participants are encouraged to use observation and 'detective skills' (higher-order thinking skills) to solve a mystery. The kits are available through the State Library and can be located in the [KDLA Catalog](#) using the phrase "interactive mystery series" (quotes included) as a search term.

## Children's and Young Adult Services for Public Librarians

KDLA supports public librarians who serve the state's youngest community members by providing training, consultation and coordination of statewide programs. In addition to the Summer Reading Program, KDLA consultants arranged for libraries to participate in the following programs:

***Prime Time Family Reading Time®*** is a reading and discussion program designed for at-risk children ages six to ten and their parents. Developed and sponsored by the Louisiana Endowment for the Humanities, the Program features award-winning picture books that stimulate discussion about themes and problems to which children can relate. Public libraries host the discussions, which are led by a storyteller and a humanities scholar. KDLA partnered with the Kentucky Humanities Council to bring Prime Time projects to libraries in the following counties:

Adair, Bath, Boone, Breckinridge, Bullitt, Fayette (Lexington Public Library), Franklin, Gallatin, Grayson, Green, Logan, Martin, Pulaski, Rowan and Scott. Approximately 265 families participated in the program statewide.



***Text Express Youth Book Discussion Kits*** are complete programs designed around high-quality books for elementary, middle and high schoolers. The kits feature a wide range of titles designed to promote thoughtful discussions. Each kit contains 20 paperback copies of the book, an audio version, information about the book and author, and discussion materials. Twelve new kits were added this year, bringing the inventory to 38. Text Express kits circulated 62 times among 21 counties.

***Live Homework Help*** is an online service which uses live tutors to assist individual students working in real-time. Tools used for instruction include instant messaging, white boards, document transfer and hot links to topical web sites. Tutors are trained teachers and graduate students with expertise in online instruction. The average homework help session is 22 minutes. To evaluate Live Homework Help, KDLA provided grants to libraries in 17 counties: Barren, Bell, Boyle, Fleming, Grant, Henderson, Hopkins, Logan, McCracken, Nelson, Nicholas, Ohio, Oldham, Pike, Pulaski, Rowan and Shelby.



***Widening Circles VIII: Cornerstones*** – KDLA held its biennial conference for public librarians serving children and youth September 19-22, 2006, at General Butler State Resort Park. It featured in-depth sessions on children's literature and the administration of children's services in public libraries. Optional pre-conferences covered graphic novels and developing skills for reading aloud. One hundred eighty-two librarians attended.

***Programming Grants*** – KDLA consultants administered grants to support libraries in providing age-appropriate programming for children and teens. A total of \$120,000 in grants was distributed to 18 libraries.

### **Serving Kentucky's Diverse Population**

KDLA is dedicated to serving the literacy, information and lifelong learning needs of the Commonwealth's diverse population. The agency fulfills its mission of *Serving Kentucky's Need to Know* and offers something for every Kentuckian through the following programs and services:

***Large Print Book Discussion Kits*** are offered by the State Library. They are multi-format book discussion kits with 15 copies of a large print book title, one audio book, and a discussion guide – all packaged in a sturdy wheeled container. The kits are designed to enhance public libraries' support of reading and literature among the older members of their communities, who would benefit from lively discussion and socialization. Current title selections include mysteries and suspense, westerns, romance, classics, current fiction, Christian fiction, biography and history. In the past year, 62 new kits have been added. Libraries from 37 counties checked out a total of 335 Large Print Book Discussion Kits.

***Large Print Circulating Collections*** are sent directly from KDLA to participating libraries. Each collection consists of 70 books, and librarians can specify the types of genres they would like in each set through the creation of a profile. In the past fiscal year, 254 sets of books were circulated to 54 counties, representing 17,150 individual books.

***Bi-Folkal Kits*** are designed to engage and encourage a sense of community within the state's senior population. A Bi-Folkal Kit is a collection of visual images, music, artifacts and activities to stimulate the senses, unlock seniors' memories, and invite them to share their stories. Each kit recreates the sensory impressions of a time or topic in history. Public libraries and their customers use the kits at senior citizens centers, nursing homes, nutrition sites and churches. The kits are also used for intergenerational programs with students, scout troops, and youth groups. All kits are listed in the [KDLA Catalog](#). A total of 107 kits were checked out in 29 counties.

### ***The Kentucky Bookmobile Program***

brings the library to the community.

KDLA provides bookmobile and outreach assistance to help public librarians furnish services and resources to all Kentuckians, especially those unable to travel to the library due to age, disability, financial constraints or lack of transportation. Bookmobiles are the most efficient and inexpensive way to supply library services to those who otherwise would not have an opportunity to access them. Residents of all ages are served in urban, suburban, and rural communities, with scheduled stops at day care centers, schools, after-school programs, senior citizens centers and nursing homes. Kentucky has the largest bookmobile program in the country, with a fleet of 106 vehicles ranging from small hatchbacks to “cyber mobiles” equipped with Internet access. *Performance data include:*



- total bookmobile service hours statewide: 119,426
- KDLA awarded 13 grants totaling \$14,895 to repair existing bookmobiles
- total bookmobile costs statewide: \$551,229
- Kentucky bookmobiles circulated 1,893,441 items last year

***The Kentucky Talking Book Library*** (KTBL) provides reading material to those who cannot read regular print because of visual, physical or reading disabilities. KTBL is part of a nationwide network administered by the National Library Service for the Blind and Physically Handicapped (NLS), a branch of the Library of Congress. Over 60,000 titles are available in Braille or audio, and are sent directly to users by mail. Other materials that are available in accessible formats are magazines, descriptive videos, a newspaper-reading service and instructional music materials. Special playback equipment is provided and all services are free of charge. KTBL is pleased to share the following:

- A second recording booth was converted from reel tape to a digital recording system. KTBL's two digital recording booths are used to record books about Kentucky, books featuring Kentucky authors, or those containing subject matter of special interest to readers in the Commonwealth. This purchase was made possible through a grant from the Library Services and Technology Act



- Twenty-five volunteers contributed 1,294 hours to produce Talking Books that otherwise would have been unavailable to KTBL customers
- State and federal grants were awarded to the Louisville Free Public Library and the Kenton County Public Library to serve as subregional Talking Book libraries for nine counties
- Services were enjoyed by 5,313 registered customers of KTBL, ranging in age from 2 years old to 104 years old
- Customers borrowed 238,102 items, averaging 45 items each; Kentucky public library users averaged borrowing 12 items each
- KTBL formed the Kentucky Chapter of the NLS 10<sup>2</sup> Talking Book Club to honor active Talking Book readers who are at least 100 years of age. Six accomplished Kentuckians were inducted in 2007

### **Community Engagement Through Literature**

The Kentucky Book Fair celebrated its 25<sup>th</sup> Anniversary in 2006. The event has become the premier community literary event in the Commonwealth, and one of the largest of its kind in the nation. KDLA was a founding co-sponsor of the event in 1981 and its continued support has helped raise over \$300,000 since the fair's inception.

The Kentucky Book Fair has three key goals:

- to honor the profession of writing,
- to provide interaction between authors and their readers,
- to raise money through the sale of books and donate the profits to school and public libraries throughout Kentucky.



The 25<sup>th</sup> Anniversary event featured 209 authors who offered nearly 600 titles to be autographed and sold at a 10% discount, making it the largest Book Fair to date. Approximately 3,000 people attended, and between 900 and 1,000 books were sold for a total of \$161,000. The most popular participants were Kentucky photographer James Archambeault, Frankfort photographer Gene Burch, and actress Patricia Neal signing her biography by Stephen Shearer. As a result of the 2006 Book Fair,

11 Kentucky libraries received a total of \$10,000 in grants, enabling them to purchase much-needed library materials. A time capsule containing readers' messages was sealed, to be opened during the 50<sup>th</sup> Book Fair in 2031. A 25<sup>th</sup> Anniversary booklet and slideshow displayed highlights from years past.

### **Public Librarian Certification – Continuous Improvement for Librarians**

Pursuant to KRS 171.230-300, public librarians in Kentucky must fulfill requirements to earn a Public Librarian Certificate by attending local, regional or statewide training events. By progressively building skills and knowledge, librarians stay abreast of developments in the Information Age and better serve their communities. KDLA works with the State Certification Board to facilitate this process. Throughout the year, KDLA planned, organized and conducted a variety of continuing education events to assist library staff and trustees in serving Kentucky's need to know.

A total of 286 library staff members earned or renewed their 5-year certificate, bringing the total number of active certified professional librarians, para-professional and other staff in Kentucky to 1,061. Approximately 300 library staff persons took advantage of LE@D online training courses, contracted through the University of North Texas School of Library and Information Sciences.

Additionally, KDLA sponsored 54 training opportunities, attended by 1,670 participants from 110 of 120 counties. Offerings included:

- Employee Ethics
- Fundraising
- Sexual Harassment & Workplace Violence Prevention
- Legal Responsibilities for Library Supervisors
- Knowledge Transfer and Succession Planning
- Information Literacy in the Public Library
- Spinnin' Yarns and Pitchin' Books
- Trustee Forums
- Dewey Decimal Decoded I
- KDLA Bookmobile and Outreach Conference
- Book Mending
- KPLA-KDLA Library Staff Retreat

## **Listservs for Public Libraries – Continuous Learning Through Colleagues**

The field of information sciences is experiencing change at a rapid pace, as new technologies are introduced and incorporated within libraries to better meet customers' information needs.

KDLA monitors several discussion lists to aid public library staff in their duties. Library employees can communicate with peers across the state, ask questions, receive helpful advice, share ideas, voice concerns, and make valuable contacts. The listservs also keep library staff informed about upcoming events. Public library listservs are a tool for library employees to engage in lifelong learning as the profession continues to evolve. The agency monitors the following listservs:

- KBOS (Kentucky Bookmobile and Outreach Services) is dedicated to the state's bookmobile and outreach services librarians. It has 300 subscribers
- KYAC (Kentucky's Youth and Children) has 342 subscribers and is tailored to librarians who serve infants through teens
- KyProgrammers was created for Kentucky public library employees who plan programming for adults
- **New!** KYLIBFRIENDS is for Friends of the Library groups, which consist mainly of volunteers who promote and support their local public libraries. It gained 43 subscribers in its first year
- **New!** KDLA-PR is devoted to those who work with public relations and marketing for their library. KDLA-PR registered 108 subscribers in its first year

To subscribe to any of these listservs visit <http://www.kdla.ky.gov/libsupport.htm>.

## Support for Efficient Government



As an information agency, KDLA works extensively with government employees in providing personalized assistance, consultation, access to information and training to help employees improve job performance. Well-informed, well-trained government employees provide the highest level of customer service to the people of Kentucky. Additionally, KDLA provides consultation, records management assistance and other services to state and local government agencies that result in more efficient government processes.

### **Meeting Government Employee Information and Training Needs**

KDLA continues to work with state government agencies to meet the information and training needs of employees. State Library Services staff made informational presentations on the Library's services to government employees, an introduction to the State Library's remote access research databases, and/or in-depth demonstrations on specific research databases to state agencies and organizations such as the Department of Water, Department of Revenue Operations, Office of the State Budget Director and the Kentucky Association of Government Communicators.

Additionally, Library staff presented informational displays at statewide conferences and workshops including the Governor's EEO Conference, the Department for Criminal Justice Training Conference, the Transportation Cabinet's Wellness Fair and the Kentucky Safety Program's Fundamentals of Safety training sessions.

Reference staff continues to create and update bibliographies to provide information for employee and management training resources in the library's collection. All bibliographies are available 24/7 through the KDLA website.

### **State Library Cardholders Survey Results Drive Change**

In response to the state government employee cardholders survey, a "Request Item" feature was added to the [KDLA Catalog](#) in February 2007. State government employees can use the "Request Item" feature to order books, audio books or videos/DVDs. Once the title has been located in the catalog, a click on the "Request Item" tab brings up

an Internet form through which materials requests can be made. Library materials are then delivered by the messenger mail system in Frankfort or sent by UPS to state government field/district offices. This streamlined process provides a fast, efficient way for state employees to utilize the resources available through the State Library.

### **Training for Public Librarians**

Public libraries provide highly valued local government services. To assist librarians in meeting the needs of customers, KDLA coordinated professional technology training for library employees and administrators. Six hundred twenty library staff members attended 53 face-to-face and online live classes. These technology training sessions were made possible through the three-year (2004-2007) Staying Connected grant issued by the Bill and Melinda Gates Foundation. The content and delivery methods were a direct result of the responses to the KDLA Librarian Training Needs Survey, conducted annually. All training sessions were free of charge to library staff thanks to the support of the Gates Grant and required matching funds, provided by the Institute of Museum and Library Services under the provisions of the Library Services and Technology act as administered by KDLA.

State Library staff also continued to offer training for librarians on topics such as reference, medical collections and federal government documents. Employees of the Collection Access and Maintenance Branch provided individual assistance to public library staff, upon request, in creating and maintaining access to information.

### **Consultation Services – Helping Librarians Serve Communities**

Kentucky provides public library services in 118 out of 120 counties. Because resources and ability of staff in library systems vary greatly, KDLA provides a support network of regional library consultants, located in offices throughout the state. When public library employees are confronted with a difficult question or problem, they can turn to their regional consultant for guidance on issues such as personnel, budget, public relations, planning and legislation. Consultants also serve as liaisons between library staff, boards of trustees, local government agencies, and KDLA. These seven consultants travel extensively and provide assistance on a variety of issues every day, facilitating efficient service delivery to the public.

Regional library consultants' *performance data include:*

- 155,344 contacts made
- 153,058 miles traveled, conducting 1,082 site visits
- 110 continuing education sessions organized for public library staff, serving 1,384 participants
- 1,052 local public library meetings attended by consultants

### **E-Rate Assistance**

The Schools and Libraries Universal Service Support Mechanism's Educational Rate, commonly referred to as E-rate, is a federal program that provides reduced-cost telecommunications and Internet services to libraries and schools. The discount received is based upon poverty levels in the library service area – anywhere from 20% to 90%.

Twenty-four public libraries sought guidance from KDLA in order to take advantage of the program during the last fiscal year. They received \$600,000 in discounts at an average rate of 75%. Awards ranged between \$108 and \$172,512.

### **Tax Rate Calculations**

Most county library systems in Kentucky receive funding from local taxing districts. KDLA assists the process by receiving tax assessments from the Revenue Cabinet, then computing the allowable tax rates. The agency furnishes this information to the appropriate libraries so they can set their tax rate for the coming year. KDLA provided tax rate calculation for 104 libraries during the 2006-2007 fiscal year.

### **Service to State Government Agencies**

Effective records management is foundational to efficient government services, and State Records Branch staff continued to serve the records management needs of state agency personnel. Agency employees were proactive in reaching out to state agencies; over 4,500 contacts by email and telephone were documented and agency employees were visited 154 times over the course of the year.

KDLA helped draft seven new or completely revised records retention schedules for state agencies, comprising 111 new records series. Twenty-eight agencies received assistance with more modest revisions of their records retention schedules.

Additionally, State Records Branch staff collaborated with the agency's Technology Analysis and Support Branch staff to develop training for state agency personnel on e-mail management. This training was created in response to the State Archives and Records Commission members' approval of a change to series M0002, General Correspondence, on the General Schedule for State Agencies. Because a large volume of routine correspondence occurs by e-mail, commission members requested that public records division staff inform state agency personnel of the change, and offer compliance training. The initiative





successfully raised awareness of the importance of efficient e-mail management, with staff reporting the following outcomes:

- nearly 700 state agency personnel at all levels were trained
- those personnel represented over 130 state agencies, including all eight cabinets and most general government agencies
- response to the training was overwhelmingly positive, with over one-third of participants indicating a desire for further training on related topics such as records retention scheduling or electronic records

### **State Archives and Records Commission Activities**

In June 2007, the commission voted to support records retention and destruction, including the records retention schedules approved by commission members, through promulgation of appropriate administrative regulations. Public Records Division staff began the approval process for two regulations.

The first supports retention scheduling and records destruction processes. It incorporates manuals, drafted by PRD staff, that provide guidance for state and local agency personnel.

The second supports the records retention schedules approved by the commission. It incorporates agency-specific schedules along with appropriate general schedules for all state and local agencies.

The Advisory Committee on University Records continued to address records management issues arising on the campuses of Kentucky's public colleges and universities. Revision of the University Model Schedule is ongoing.

### **Electronic Records Center**

In the fall of 2006 KDLA proposed a pilot project leading to the development of an electronic records center service to small state agencies, increasing government efficiency through the maximum use of state resources. By the spring of 2007 the proposed system was in full production for the records of Occupations and Professions. Key project components included the following:

- KDLA works cooperatively with COT and Occupations and Professions to pilot a project that tests the feasibility of creating an imaging application that could be used by multiple small agencies
- KDLA hosts the application using existing hardware and enhances services offered

- Occupations and Professions saves money initially on hardware and storage infrastructure
- Records management principles are applied to the imaging environment
- Lessons learned in the pilot will be applied to other state imaging projects

### **Access to State Government Publications**

As the State Library's Collection Access and Maintenance staff contends with the complexity of state publication sets, policy and practice continue to evolve, with the goal of making these materials well-organized and easily accessible to state employees. Staff added 247 state publications' bibliographic records to the library database. Eleven original bibliographic records were created in the effort, and 2,385 items were physically processed and added to the library's collection.

### **Micrographics and Imaging Services**

KDLA continued to assist state and local government agencies in efficient document management by providing quality document reformatting services. Over 80 agencies throughout the Commonwealth took advantage of this affordable service. Over 3.6 million documents were scanned, and over 5 million documents were microfilmed. Additional services provided were:

- digitizing microfilm for speedier service
- conversion of digitized images to microfilm for permanent storage
- storage of security copy microfilm
- digitizing paper records, reducing the volume of paper-based files
- duplication of microfilm for agencies and library customers
- quality control inspection of microfilmed and scanned images

### **Training for Local Government Agencies**

KDLA presented 19 workshops covering topics that included records management, preservation of paper and electronic records, e-mail management, open records, digital imaging and archival preservation. Participants included employees of city and county government, public schools, and educational cooperatives. The agency also partnered with the following statewide organizations to provide training for local government agencies:

- League of Cities
- Municipal Clerks Association
- Kentucky County Clerks Association
- Kentucky Department of Education
- Kentucky Educational Cooperatives

- Kentucky School Boards Association
- Governor's Office of Local Development
- Criminal Justice Training (EKU)

Continuing education credits were available for workshop participants.

### **Local Records Grants**

KRS 142.010 was amended in the 2006 regular legislative session to take effect January 2007 as follows:

- A \$1.00 increase in the legal process tax collected in each County Clerks office for certain recorded instruments
- The total amount of this increase shall go into a special agency fund in the Kentucky Department for Libraries and Archives for the purpose of preserving public records by continuing the local records grants program
- The budgeted amount of funds allocated to the grant program for 2005-2006 shall not be reduced in the future

As of June 30, 2007 the total amount in the grant fund account from the \$1.00 legal process tax increase was \$522,392. Also, as of June 30, 2007 the total allotted from the general fund was \$430,000. Four grants were funded from agency receipt funds, totaling \$120,940. Local Records Grant projects included security microfilming of permanent records, digital imaging systems with indexing, backfile conversion, and preservation of archival records.

### **Direct Service by Regional Administrators**

KDLA employs four regional administrators to provide records management services to local government agencies. A total of 504 visits were made to county and city government offices, school districts including individual schools, health departments, public libraries, area development districts and special districts. Regional administrators provided assistance with the following:

- destruction of obsolete records
- records surveys
- monitoring of local records grants
- consultation concerning new technologies
- preparation of records for security microfilming
- retention schedule revision



## Customer Service

KDLA's customers are, ultimately, the citizens of Kentucky. Our service is primarily to local and state government agencies and organizations, which in turn serve the public. In addition, the agency provides some services directly to Kentuckians.

The department is dedicated to meeting the diverse needs of the state, and offers specialized programs and services created for the following customer groups:

State Government Agencies  
Kentucky Public Libraries  
Kentuckians with Disabilities

Local Government Agencies  
Education Cabinet  
General Public

By providing responsive customer service to all of our constituents, the agency continues to help ensure a more successful state.

### **State Library Reaches State Agencies**

As part of the September 2006 National Library Card Sign-up Month, Library staff visited government offices to provide information on available State Library services for government employees and provide opportunities to sign-up for library cards. Agencies visited were the Cabinet of Health and Family Services (both Louisville and Frankfort locations), the Capitol Annex, the Transportation Cabinet, and the Kentucky Higher Education Student Loan Corporation.

During April 2007 National Library week, visits were conducted at the Transportation District 5 office (Louisville), the Commission on Children with Special Health Care Needs, the Department of Military Affairs, the Kentucky Higher

Education Assistance Authority, and the Centralized Laboratory Facility. These on-site visits created an opportunity for personalized service in educating state employees about the benefits of having a State Library card, and resulted in over 500 new state government employee customers bringing the total number of State Library cardholders to approximately 6,000.

### **Utilizing Customer Feedback to Improve Services and Collections**

State Library staff continues to evaluate services and collections as part of a strategic planning process. Work groups created action plans relating to services for state government and public library customers. Examples include the following:

#### ***State Government Employee Cardholders Survey***

Over 750 state government employees responded to a survey designed to gather feedback identifying users' perceptions about the services and resources provided by the State Library. In response to the survey results, the State Library added the *Guide to Resources for State Government Employees* tutorial to the KDLA website. The tutorial offers guidance in using the "Ask a Librarian" service, how to find and obtain books, audio books, DVDs and videos through the online catalog, how to use the electronic databases from a remote desktop, and how to request materials through interlibrary loan.

Visit <http://www.kdla.ky.gov/pdf/tutorial0707.pdf> to view the tutorial.

Because the survey results identified a preference for electronic communication, reference staff are investigating RSS feed and wiki technologies as possible means of communication for state government employees. Utilizing such technologies will increase employee efficiency and meet employees expressed needs.

#### ***Program Assistance for Public Librarians***

State Library staff focused this year on identifying and addressing programming needs of public librarians throughout the Commonwealth. In the fall of 2006, the agency facilitated focus groups on the topic of children's programming, and the ideas generated were used in a survey sent to all Kentucky public libraries. A strong interest in programming materials such as mystery-themed kits and multimedia thematic kits for preschool-age children and teenagers emerged. Ten mystery-themed kits were purchased, and interested children's and teen librarians were invited to Frankfort for two workshops on the design of the thematic kits, which will be available for distribution early in 2008.

The same process to assess adult programming needs revealed a desire for more book discussion kits featuring Kentucky authors and a request for circulating collections of audio books. Work is underway to fulfill these requests. Survey results

also indicated a high level of interest in multimedia thematic kits for adults, and it is anticipated that librarians will be invited to Frankfort in early 2008 to participate in designing these kits.

### ***Media Collection Assessment***

Assessment continues on the media collection. The benefits of this effort include freeing shelf space for newer materials, removal of materials containing dated information and removal of items that are no longer used or that are in poor condition.

### **Administrative Reorganization Addresses Customer Needs**

The State Library Services Management Team recommended a reorganization of its structure in order to be more responsive to customers expressed needs. This more flexible organization has allowed library staff to provide high-quality services within the environment of constantly changing services, processes, access and delivery options. The reorganization resulted in a new structure that includes two branches:

- The User Services Branch, consisting of the Circulation and Reference/Research units
- The Collection Access and Maintenance Branch, consisting of the Acquisitions and Cataloguing units

### **Publications Enhance Public Library Service to Communities**

KDLA consultants produce publications designed to help public librarians, staff and trustees better serve their communities. Current and archived editions are available online at <http://www.kdla.ky.gov/libsupport.htm> and are listed in Appendix A.

### **Culture of Support for Public Library Staff**

Understanding the hectic schedules of Kentucky's public librarians, special efforts have been made by State Library staff to maintain communication with public library employees statewide. Sending an e-mail "Reference Question of the Month" is a way to share interesting questions received through the "Ask a Librarian" consultation service, as well as provide an opportunity to recommend information resources and provide helpful research tips.

Further enhancing a culture of support for public library staff, State Library employees delivered presentations and provided exhibits at the Widening Circles Conference, the Summer Reading Workshops, the Kentucky Public Library Association/Kentucky Library Trustees Round Table Annual Conference and the



## KDLA Bookmobile and Outreach Conference.

An additional means of support for busy public library staff was the provision of the *Statistical Report of Kentucky Public Libraries*. Kentucky librarians annually submit statistical information to KDLA where it is compiled and distributed to every public library. The report details 77 categories within the areas of finance, staff, collections, circulation, attendance and technology. Library staff and their boards use this information to plan programs and policies, review their progress and compare their data to other libraries. Those who subscribe to the online service Informata Connect can create charts to organize and illustrate information collected by federal, state and American Library Service sources. Statistical comparisons included:

- The cost per person for new material acquired by all KY public libraries in 2006 (\$3.55) was three dollars **less** than the average admission price to a **single movie** in the U.S (\$6.55)
- **NINE** times as many people entered Kentucky public libraries as attended men's and women's basketball and men's football games (2006 season) at UK, UL, KSU, EKU, WKU, and Morehead State **combined**
- Over 665,000 students were enrolled in KY elementary or secondary schools or were home schooled. More than ten times as many juvenile fiction and non-fiction books circulated last year (7,252,568)
- There were 48% more registered public library borrowers than registered voters who cast ballots in the 2004 presidential election
- There were 18 times more reference questions in Kentucky public libraries than there were traffic accidents in the state

### Support from the Ground Up

Over 2 million Kentuckians hold public library cards. In many counties, libraries have become community centers where people can meet, learn and enjoy needed services. Demands in such areas as literacy, technology, services for pre-schoolers, summer reading programs and programming for seniors have increased



dramatically in recent years, yet the Commonwealth's public library buildings need 500,000 additional square feet of space to meet *minimum* standards set by the Kentucky Public Library Association. Additionally, 78 of Kentucky's public library facilities are over 30 years old, posing many difficulties for supporting 21<sup>st</sup> century needs – particularly for technology, collections and programming.

KDLA helps libraries address these challenges through the Public Library Facilities Construction Fund. In 2006-2007 the agency offered \$600,000 per year for 20 years in construction grants to eight public libraries, enabling them to build or remodel and update their facilities. ***Requests totaled more than three times the available funds.*** The agency will be requesting that 2.25 million dollars be included in the next legislative biennial budget to assist libraries across the Commonwealth in meeting the minimum space standards which are necessary to provide the quality library service that every Kentuckian deserves.

### **KDLA Updates Strategic Plan**

To ensure that the agency maximizes every available resource in fulfilling its mission of *Serving Kentucky's Need to Know*, as well as structuring the work of the agency to best meet customer needs, KDLA underwent a strategic plan update. The following new goals were identified:

**Goal 1:** Effective services for library and government records customers

**Goal 2:** Efficient Management of all KDLA resources

**Goal 3:** Recognition and support for library and government records services

### **KDLA Website**

The KDLA website continues to be a critical vehicle for the agency to meet customer's needs and to assist state and local government agencies in conducting the work of the people. "Ask a Librarian," the Kentucky Library Job Hotline and records request forms were the most heavily utilized services. The total number of webpage hits was **3,306,002** with visitors not only from Kentucky but across the nation and many countries outside of the U.S.

The online reference consultation service "Ask a Librarian" is for use by Kentucky state government employees and staff of Kentucky public libraries needing assistance with in-depth research, quick reference, look-ups, lists of resources and information on Kentucky-related topics. Last year saw a 5% increase in use with requests totaling 14,948.

The Kentucky Library Job Hotline saw a tremendous increase in users. Offered by KDLA, this service provides an online listing of available professional library, archival and records management positions without charge to the employer or job applicant. Use of this service increased 34% last year, with 68,336 hits.

Records retention schedules are available for state and local government agency employees. Records request forms are available for the general public for the following types of public records:

- Birth and Death records for 1852 through 1910: (1852-1862, 1874-1879, 1891-1910)
- Death Certificates for 1911 through 1956
- Marriage Records
- Census and Military Records
- Judicial Records (Civil, Criminal and Ct. of Appeals)
- Wills and Deeds
- State Agency Records



## Innovation and Technology

### **Gates Foundation Grants**

KDLA continued the Bill and Melinda Gates Foundation Public Access Computer Hardware Upgrade Grant (PAC HUG) project. Funds (\$955,500) were distributed directly to 116 public library systems and will be used to replace and/or upgrade public access computers in 172 buildings. The amount of the awards was based on the PAC inventory reported by each library, the criteria of the Foundation, and the approved KDLA application. Three levels of funding guided replacement of the original 1999 Gates PACs which were still in service, older PACs from other funding sources that were still in service and the upgrade and/or replacement of other PACs as appropriate. During the first year of this project, 85 libraries purchased and installed 317 PACs with first level funds and 105 buildings saw an additional 424 PACs purchased from the next two levels of funds. Remaining level three funds (\$141,100) were to be expended by December 31, 2007.

Additionally, KDLA deployed grant funds in conjunction with the Rural Library Sustainability Program. This project is jointly supported by OCLC Web Junction and the Bill and Melinda Gates Foundation. Ten in-state training sessions were funded which were designed to increase the number of rural librarians developing and implementing action plans for sustaining and expanding public access computing in their communities. One hundred fifty-five library staff members and trustees attended the sessions, completing 110 action plans. Grant funds also supported the attendance of three library directors from small rural public libraries at the Rural Library Sustainability Forum prior to the national meeting. As part of the application process, the ALA grant recipients were required to participate in a panel presentation at the Kentucky Library Association. The directors made a positive impression on their audience and shared their diverse experiences, resulting in an exceptional learning opportunity for everyone involved.

### **Online Support and Training in Real Time**

The agency continues to use technological resources to meet 21<sup>st</sup> century needs of state government employees. By utilizing GoToMeeting software, reference staff provides many helpful services online, in real time. Customers can view any resource or application running on the reference librarian's PC, allowing KDLA staff to provide service at the customer's convenience. Reference library staff can conduct impromptu or scheduled presentations, perform live demonstrations, collaborate on research strategies or provide training for users.

### **Support for KYVL**

The Kentucky Virtual Library (KYVL) received assistance from KDLA in the form of staff expertise and financial support. State Library staff served on various KYVL committees examining issues related to technology, collections, document delivery and resource sharing. Last year, KDLA staff was involved in the Request for Proposal process for KYVL which resulted in contracts for licenses, database and courier services.

### **Electronic Records Working Group**

The Electronic Records Working Group (ERWG) advises the State Archives and Records Commission and the Kentucky Department for Libraries and Archives on policy recommendations involving technology and records management. Staff from the Public Records Division of KDLA continued to participate in the ERWG, along with representatives from the Commonwealth Office for Technology (COT), the Office of The Attorney General, the Auditor of Public Accounts, the University of Louisville, the Jefferson County Public School district and the Cabinet for Health and Family Services. Accomplishments this fiscal year include:

- creation of a "Standard for Preservation of Records Long-term" document including format recommendations
- creation of documents related to e-mail retention, management and training issues
- review of proposed legislation and the Enterprise Imaging Committee

## **KDLA Expands E-Archives**

KDLA created an Electronic Records Archives (E-Archives) in 2003 as a means of managing digital public records and making them available to all Kentuckians. The E-Archives provides KDLA with the capacity to manage digital records of archival value. Last year's expansion included:

- Records of the Governor – With the agreement of the Fletcher administration, KDLA began displaying historical web records from the Fletcher and previous Governor's administrations
- State Publications – The number of agencies and the number of files accessioned continued to increase dramatically
- Minutes of Boards and Commissions – Holdings of these documents in the E-Archives expanded greatly as agencies have begun to send board and commission minutes regularly in electronic format instead of paper
- Videos and GIS Records – KDLA accessioned Governor's videos from Creative Services and worked with the Office of Geographic Information to store archival records

## **Electronic Records Research Projects**

### ***PAT Project Wrap-up***

In order to provide the framework for the Electronic Records Archives, KDLA participated in a Persistent Archives Testbed (PAT) project. The three-year grant, funded by National Historical Publications and Records Commission (NHPRC), was completed in March 2007. It provided KDLA with the means to evaluate long-term storage of electronic records in collaboration with the San Diego Supercomputer Center and several other archival repositories. Outcomes of the project include an evaluation of costs and benefits of the PAT model, a comparative analysis of the potential for improved access, and use-value of the collections. See <http://sdsc.edu/PAT> for final project results.

### ***NHPRC Grant Tackles the E-mail Tiger***

In March 2007, The National Historic Publications Records Commission awarded a multi-state collaboration grant to the state archives of North Carolina, Kentucky and Pennsylvania to pursue their goal of developing and testing an e-mail collection and preservation prototype tool. Working from the standard Internet Message Access Protocol, IMAP, this proposed tool will collect mail from any client software program and transform the message from its native file into an XML file.



For more information on the project, visit  
<http://www.ah.dcr.state.nc.us/Records/EmailPreservation>.

### ***NDIIP GIS Grant***

KDLA was identified by Library of Congress' National Digital Information Infrastructure and Preservation project as one of three primary institutions to receive a grant for the preservation of geographic information, pending the availability of funds.

### **Public Library Technology – Improving Service for Kentuckians**

Technology continues to advance at a rapid pace, and it can be difficult for library staff to know how to best utilize it. KDLA provides a technology consultant to assist Kentucky's public library employees, enabling them to stay abreast of the latest trends and use them to their best advantage.

Consultation requests last year included assistance with library automation systems and Internet filters which comply with the Children's Internet Protection Act (CIPA). To further support technology in Kentucky's public libraries, KDLA administers subgrants from the Library Services and Technology Act (LSTA).  
*Performance data include:*

- The KDLA technology consultant sent 47 e-mail Technology Alerts to 120 library directors on a variety of topics related to library technology.
- Five libraries shared a total of \$120,745 in funds used for equipment and other materials necessary for system automation.
- Four libraries were awarded a total of \$16,077 for the purchase of assistive technology to provide aid to underserved community members requiring special assistance in utilizing library resources.

# Financial Support and Grants



The Division of Administrative Services oversees the disbursement of funds and coordinates the LSTA program. KDLA relies on state and federal funding to carry out its initiatives. The following provides a summary of key programs supported during the 2006-2007 fiscal year.

## State Funding

Local Records Grants: Forty-five grants were awarded to local government officials to improve recordkeeping practices and to preserve information as a strategic resource. **\$550,940**

Local Library Facilities Construction Funds: Twenty-six public libraries received new or continued assistance with debt retirement incurred for the construction or renovation of local library facilities. **\$2,075,000**

State Aid: State aid grants were distributed to county public libraries for promoting, aiding and equalizing public library service in Kentucky. **\$3,999,771**

Institutional Subgrants: Grants were awarded in partnership with the Kentucky Department of Corrections to administer and provide library services to the prison population. **\$23,000**

Bookmobile/Outreach Program: Bookmobile repair grants were awarded to assist in keeping the state's bookmobile fleet operational. Kentucky's bookmobiles provide library services to community members who are unable to physically visit a library. **\$14,903**

## Federal Funding – LSTA

The Institute of Museum and Library Services (IMLS) provides funding to State Library Agencies using a population-based formula in accordance with the Library Services and Technology Act (LSTA). State Libraries may use these funds to support statewide initiatives and services, and for local library activities through the distribution of direct subgrants or cooperative agreements with all types of libraries.

KDLA is responsible for administering LSTA funds in Kentucky. Funded activities promote expanded library services and electronic access to information and educational resources; linkages between and among all types of libraries; partnerships with other agencies and community-based organizations; and programs that make library resources accessible to urban, rural or low-income residents and others who have difficulty using library services. Programs supported with federal LSTA funds include:

Kentucky Talking Book Library

Funds supported one central and two regional libraries that provide materials in alternative formats to individuals whose visual or physical disability prevents them from reading print materials.

Continuing Education for Public Librarians

Funds were used to coordinate and promote continuing education opportunities for public library staff and trustees for the purposes of improving library services though the Commonwealth and assisting librarians in meeting state certification requirements.

Kentucky Union List of Serials

Funds were used to maintain a centralized database that provides accurate and complete information about serial/journal holdings in libraries of all types to library staff and customers.

Technical Support for Public Libraries

Funds were used to provide professional technology support and training for library staff throughout Kentucky to assist in providing and improving local library services.

**Technical Support – Planning for Automation Subgrants**

Funds supported local libraries' efforts to prepare for automation through the development of an automation plan, review of automation systems in use at other libraries, and an in-house evaluation of current systems. One grant was awarded last year, to Metcalfe County Public Library for automation planning. **\$4,500**

**Technical Support – Library Automation Subgrants**

Funds were used for automation equipment, programs, retrospective conversion, system migration and other expenses associated with automation. Grants were awarded to the following libraries:

|                             |                 |
|-----------------------------|-----------------|
| Boyd County Public Library  | <b>\$1,700</b>  |
| Grant County Public Library | <b>\$40,000</b> |

|                               |                 |
|-------------------------------|-----------------|
| Lee County Public Library     | <b>\$33,795</b> |
| Martin County Public Library  | <b>\$25,000</b> |
| Menifee County Public Library | <b>\$18,250</b> |

### **Technical Support – Library Innovation Subgrants**

Funds provided support for innovative programs that positively impacted services to the community. Grants were awarded to the following libraries:

|   |                |
|---|----------------|
| <u>Bullitt County Public Library</u> : Purchased and installed a Voice-Over IP (VOIP) system to allow integration of the telephone system and computer network throughout the library system.   | <b>\$5,000</b> |
| <u>Gallatin County Public Library</u> : Purchased and installed equipment, including Little Types Young Explorer Computers to create a “KidSmart Early Learning Center,” providing a safe and supervised environment for children to experience computer resources. | <b>\$4,998</b> |
| <u>Grant County Public Library</u> : Purchased three laptop computers and related software for computer classes offered to customers at the library and other locations within the community.   | <b>\$4,943</b> |
| <u>Leslie County Public Library</u> : Purchased and installed a backup camera system on the library’s bookmobile to increase the safety of the driver and customers, and to protect property.   | <b>\$500</b>   |
| <u>Pike County Public Library</u> : Purchased and installed software for a public computer reservation and print system to improve customer service and increase staff productivity.  | <b>\$5,000</b> |

### **Technical Support – Library Assistive Technology Subgrants**

Funds provided support for technologies that improve access to library services for persons having difficulty using libraries. Grants were awarded to the following libraries:

|  |                |
|--|----------------|
| <u>Gallatin County Public Library</u> : Established an accessible library workstation to improve access for senior adults and customers with disabilities.   | <b>\$4,959</b> |
| <u>Hopkins County Public Library</u> : Created a mobile technology resource for outreach and bookmobile programming for customers who are physically unable to visit the library or lack access to a computer. | <b>\$4,912</b> |
| <u>Mercer County Public Library</u> : Purchased and installed an automatic door opener to provide easy and safe facility access for customers in wheelchairs or library users with other disabilities.         | <b>\$2,206</b> |
| <u>Pike County Public Library</u> : Purchased and installed Text Telephone (TTY) equipment in each library within the district to improve customer service to hearing-impaired library users.                  | <b>\$4,000</b> |

### **Prime Time Family Reading Time® Subgrants**

A partnership with the Kentucky Humanities Council enabled fourteen libraries to participate in this national reading initiative. The project seeks to promote children's reading and book discussion within the context of families, and to promote libraries as places for family literacy support and high-quality educational entertainment experiences. Participating public libraries were: Adair, Bath, Boone, Breckinridge, Bullitt, Gallatin, Grayson, Green, Fayette (Lexington Public Library), Logan, Franklin, Pulaski, Rowan and Scott.



**\$40,000**

### **Live Homework Help Subgrants**

Funds supported access to Tutor.com as a means of providing students with after-school homework help. Tutor.com is an online tutoring service that contracts with libraries nationwide to provide web-based services through which individual students work in live, real-time sessions with subject-area tutors. Grants were awarded to in amounts ranging from \$240 to \$36,649 to the following county libraries: Barren (Mary Wood Weldon Memorial Public Library), Bell, Boyle, Fleming, Grant, Henderson, Hopkins, Logan, McCracken, Nelson, Nicholas, Ohio, Oldham, Pike, Pulaski, Rowan and Shelby.

**\$80,000**

### **Training Equipment/Data Projector Subgrants**

Funds were used to purchase data projectors, amplifiers, speakers, wireless microphones, laptop computers, and software for training, presentations and video/DVD programs for local libraries and community members. Awards ranged from \$4,100 to \$4,500 and were awarded to the following county libraries: Boyle, Carroll, Gallatin, Jackson, Knott, Larue, Martin, Monroe (William B. Harlan Memorial Library), Pulaski, Robertson, Trigg (John L. Street Library) and Union.

**\$53,100**

### **Library Programming Subgrants**

Funds provided support for library programming activities. Grants were awarded to the following counties:

Mary Wood Weldon Memorial Library (Barren County): Provided a program series designed for adults that offered insight into religious beliefs around the world and how they affect political position.

**\$2,000**

Boyd County Public Library: Presented a multigenerational program series designed to promote library use among pet-owners. Programs included how to select a pet, pet first aid and basic health care.

**\$2,760**

Lexington Public Library (Fayette County): Created an adult summer reading program available to customers in the library, through virtual events and through kits for senior adult facilities. **\$12,000**

Fulton County Public Library: Conducted workshops on primary and advanced genealogical research, including genealogical charts, research logs and instruction on citing information sources. **\$8,100**

Harry M. Caudill Memorial Public Library (Letcher County): Provided instruction for parents and caregivers of infants and toddlers on the use of age-appropriate books, songs and activities to instill a lifelong love of reading. **\$4,321**

Pike County Public Library: Provided a program series designed to help community members understand and utilize historical and genealogical materials available in the library. **\$14,950**

Spencer County Public Library: Offered Yoga classes to children and teens focused on health and wellness education. **\$2,313**

Wolfe County Public Library: Partnered with community groups to offer a multigenerational heritage project designed for middle school children. **\$11,939**

Woodford County Public Library: Conducted programs on health and fitness, integrating information on nutrition, wellness, exercise and fitness. **\$2,500**

### **KDLA Budget Summary for the Fiscal Year Ended June 30, 2007**

| <u><b>Source of Funds</b></u> | <u><b>Amount</b></u> |
|-------------------------------|----------------------|
| General Funds                 | \$14,305,000         |
| Federal Funds                 | 2,988,500            |
| Agency Funds                  | 1,653,400            |
| <b>TOTAL</b>                  | <b>\$18,946,900</b>  |



# Appendix A

## **KDLA Publications**

KDLA library consultants produce several publications designed to help public libraries better serve their communities. Current and archived editions are available online at <http://www.kdla.ky.gov/libsupport.htm>.

### *The Kentucky Public Library Trustee Manual*

Revised in 2007 and copies were distributed to approximately 600 library board members across the Commonwealth.

### *The Kentucky Public Library Newsletter*

A bi-monthly publication sent to approximately 1,100 librarians to provide current information on library issues and events held throughout the state.

### *T-3—Trustee Training Tips*

Printed and issued quarterly to 700 library board trustees to offer guidance in effective library governance.

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### *The Kentucky Library News Digest*

Contains articles pertaining to libraries, collected from newspapers and other sources. It occasionally contains other topics that may be of interest to the library community, and is emailed to 265 recipients daily.

### *The Listening Post*

Issued quarterly to all patrons of the Kentucky Talking Book Library to provide current information on issues related to their service and to inform them about organizations, events and products that may be of interest to those who are visually impaired.

The Kentucky Department for Libraries and Archives serves Kentucky's need to know by assuring equitable access to high-quality library and information resources and services and by helping public agencies ensure that adequate documentation of government programs is created, efficiently maintained and made readily accessible.

The Department accomplishes its programs through the activities of the Commissioner's Office and four divisions: Administrative Services, Field Services, Public Records and State Library Services.

